GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:1775
ANSWERED ON:28.11.2001
FAULTY RATE
V. SAROJA

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the actual faulty rate in MTNL Mumbai/New Delhi is high considering the target for the last three years;

(b) if so, the reasons therefor; and

(c) the steps taken to reduce the faulty rate in the coming years?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) The main reasons for high fault rate in Mahanagar Telephone Nigam Limited (MTNL), Delhi are as under:

- A large scale digging activities by various agencies like Municipal Corporation of Delhi (MCD), New Deli Municipal Corporation (NDMC), Public Works Department (PWD), Delhi Jal Board (DJB), Metro Rail Transport System (MTRS), etc.

- A large number of faults in the paper core cables during rainy season.

- Faults in the telephone instruments.

- Multiple Main distribution Frame (MDFs) in the same building thereby having tie networks.

- Construction practice of providing Distribution Point (DPs) on poles and providing a connection by taking drop wires from these DPs.

- Practice of adding more pillars at the same place and inter-connecting them through pipes.

In MTNL,Mumbai, excessive trenches taken by various external agencies during the fair season causes heavy cable break down, which in turn increases the fault rate during monsoon. It is due to this reason the fault rate has increased. During the Bombay Municipal Committee (BMC) co-ordination meeting, the matter relating to damages to our cable is brought to notice of all the participants of various agencies with a request to give prior intimation before starting the trenching in order to depute our staff to identify our cable, thereby avoiding the damages.

(c) Following steps have been initiated to MTNL to reduce the fault rate:

- Paper core underground cable are being replaced by Jelly Filled Cables/Optical Fibre Cable with digital Line Concentrator (DLCs) within next two years.

- Overhead wires are minimized by introducing five pair cables and wall DPs.

- The Junction network has been completely transferred to Optical Fibre Cable links.

- Subscriber loop length being reduced by planning more Remote Switching Unit (RSUs)/Remote Line Unit (RLUs).

- Fixed wireless in Local Loop (WLL) and Digital Line Concentrator (DLC) systems are being introduced in the Customer Access Network for better performance.

- Computerised fault reporting system is introduced which helps in booking testing and sending the faults to the concerned line staff.

- In addition to this, line staff is provided with pagers for easy communication and follow up with the testing staff for speedy clearance of faults.

- MTNL has liberalized the policy to replace all telephone instruments older than five years or repaired more than two times. This is being implemented in phases. In the first phase, instrument more than eight years old are being replaced.